



Customer Care

Policy and Procedure

Introduction & Context

It is the policy of Stanian Limited. to provide a quality standard of customer service. This commitment is highlighted by our core values, in particular:

- Quality
- Equality
- Relevance to the public sector

Fairness

Fairness - Our services target a wide range of public sector organisations with different needs, we aim to ensure that services are accessible to everyone in the public sector. Printed material is offered in alternative formats for example in Braille, large print, on audio tape and in other languages. We will consistently use language and training materials that are free from bias or stereotypical imagery and work within the guidelines of our Equality and Diversity Policy. All training will use appropriate methodology to meet the individual needs of learners.

Monitoring our Standards

Monitoring our Standards – We regularly check the way that we are responding to customers needs through monitoring response times, customer satisfaction and employee satisfaction surveys, regular meetings with client organisations, course validation and evaluation.

Telephone Calls

Telephone Calls – We will answer the telephone within 5 rings or 15 seconds and will always pick up calls for colleagues who are away from their desk. We will tell the caller our name and organisation, we will ask for the callers name, listen and understand the enquiry and ensure the caller understands and is satisfied with our response. If information is required we will agree when it will be sent and how.



Letters and Faxes

Letters and Faxes – On receipt of a letter or fax we will aim to provide a full response within 5 working days. We will use plain English and avoid jargon, proof read responses and always use the spell and grammar check, use the appropriate font and font size, check that our response really answers the enquiry.

Emails

Emails – We will acknowledge emails promptly (see operating hours above) and will aim to provide a full response in 5 working days if absent for more than 1 working day we will set up the 'out of office' assistant facility on our PC to inform customers that we are not in the office and offer an alternative contact.

Visitors/Conference Delegates/Trainees

Visitors/Conference Delegates/Trainees – Stanian Limited Consultants and staff will wear their identification badge featuring our corporate identity and positioned on clothing where it is clearly visible. We will acknowledge and welcome visitors, delegates and trainees as soon as possible. We will introduce ourselves using our full name and job title, we will confirm the name of the caller and if the matter requires privacy will provide an appropriate room.

Stanian Limited Compliments and Complaints Procedures document is available to all customers and can be accessed by calling 01257 421 166 or by visiting our website www.sem.uk.com

Business Hours

Head office operating hours – 8.30 am – 5.30 pm Mon – Fri excluding weekends and public holidays.

Business Support

Management support and administrative support is available during the above hours. A hotline operates outside of office hours where messages can be taken and forwarded to the appropriate person immediately. The Managing Director

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and Training and Development/Project Manager can be contacted directly during or outside of office hours:

Business Contacts

Managing Director: Mr Stephen Magraw
Office: 01257 421 166
Fax: 01257 421 166
Mobile: 07740 454 805
Email: stephen.magraw@btconnect.com

Company Secretary: Mrs Joanne Magraw
Office: 01257 421 166
Fax: 01257 421 166
Mobile: 07894 515 844
Email: info@sem.uk.com

Business Systems

Our computer systems are networked enabling users to access work related emails and project management systems from home. We operate a virtual office to enable remote work from any physical location. All our systems are secure, and resilient providing full business continuity, backup and high availability and resilience whilst providing full information security to all business and client data

Business Codes of Practice

We operate to the *Institute of Business Consulting* code of practices relating to:

- Code of Ethics
- Code of Professional Conduct
- Statement of Independence and Transparency

Business Customer References and Testimonials

We have a open policy of formally requesting client feedback on all engagements and publishing the results of that feedback on our business website.

We have client recommendations for completed work in State government in the USA.

We have independent client testimony of our sece capability via Dun & Bradstreet Open ratings accreditation



Business Website

For full details of Stanian Limited please refer to our business website at the following url address:

www.sem.uk.com

Business Codes of Practice

When working with our clients we operate and conform to the codes of practice of the Institute of Business Consulting. The codes are available for download from our website.

Business Employees

All our employees and sub-contractors are highly trained professional experts in their respective discipline and all are professionally qualified, typically to MBA or MSc level. Most are independent certified management consultants.